



Refunds and Subscriptions Policy

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Contents

1. Purpose	3
2. Scope	3
3. Policy Statement:	3
4. Definitions	3
Subscription.....	3
Refund	3
5. Responsibilities.....	3
1. Steering Committee:	3
2. Managers:	4
3. Employees:	4
4. HR Department:.....	4
6. Procedures	4
1. Reporting:.....	4
2. Investigation:	4
3. Resolution:	4
7. Compliance	4
8. Training and Communication	4
9. Review, Revision and Approvals	5
10. References.....	5
11. Implementation.....	5
12. Enforcement	5
13. Contact Information	5

1. Purpose

The purpose of this policy is to outline the guidelines and procedures for managing refunds and subscriptions within the Working Animals Federation of Australia (WAFA). This policy ensures clarity and fairness in the handling of financial transactions related to memberships, donations, and recurring contributions.

2. Scope

This policy applies to all members, donors, and subscribers of WAFA, encompassing all forms of payments made to the Federation.

3. Policy Statement:

WAFA is committed to ensuring transparency and accountability in its refund and subscription practices, providing clear options for modifying, cancelling, and requesting refunds for subscriptions and donations.

4. Definitions

Subscription

A recurring payment made by individuals or entities to WAFA for membership or services on a periodic basis.

Refund

The return of money to a payer following their request under the conditions outlined in this policy.

5. Responsibilities

1. Steering Committee:

Approve and oversee the implementation of the refunds and subscriptions policy.

2. Managers:

Ensure the policy is communicated and adhered to within their teams.

3. Employees:

Manage and process refund and subscription requests in accordance with the policy.

4. HR Department:

Train relevant staff on the policy and its procedures.

6. Procedures

1. Reporting:

Members and subscribers must report any issues with subscriptions or requests for refunds to the customer service department.

2. Investigation:

Each request will be investigated to ensure it meets the criteria for a refund or modification.

3. Resolution:

Resolutions will be communicated directly to the member or subscriber and processed within a specified timeframe.

7. Compliance

All members of WAFA must comply with this policy as part of their agreement with the Federation.

8. Training and Communication

All employees involved in the management of refunds and subscriptions will receive training on this policy.

This policy will be communicated to members upon subscription and will be available on the WAFA website.

9. Review, Revision and Approvals

This policy will be reviewed annually or as needed.

Revisions require approval from the Steering Committee.

10. References

Consumer protection laws and best practices in financial transactions.

11. Implementation

This policy is effective immediately and applies to all new and existing subscriptions and transactions.

12. Enforcement

Failure to comply with this policy may result in disciplinary actions for staff and cessation of membership or services for subscribers.

13. Contact Information

Contact Information for Further Assistance:

For further information or assistance related refunds or subscriptions, please contact the steering committee at the following email address:

Email: admin@workinganimals.com.au

The steering committee will be able to provide additional guidance, clarification, or support regarding the organisation's refunds and subscriptions policy, as well as address any inquiries or concerns related to financial practices. Please feel free to reach out to them with any questions or feedback you may have.